

PO Print Trouble Shooting

Please verify the checklist below before calling the FS Help Desk.

1. **Have you printed from the printer before?**

If it is a new printer, your LAN Administrator will need to submit a form to the Unix Support group to have the printer linked to PeopleSoft. The form is available on the Phoenix Website <http://phoenix.gagta.com/>. Select "Connectivity" then click on the link to open the "[printer configuration form](#)". Submit to the email address shown on the form.

2. **Has your LAN Administrator altered security or firewall settings at your agency.**

If so, verify with your internal LAN support that **Port 515** is open. If this does not resolve the problem, contact Andre McManus at 404/463-6315.

3. **Have you printed the specific type of document (PO, RFQ, Receiver, etc.) before?**

The first time one of these document types is printed, you must **ADD** a new Run Control. If you have already added a Run Control, you will use the **Update/Display** mode to select the Run Control you used previously. (Samples of the Correct Run Control Panel settings are listed below).

4. **If printing a PO, has it been approved and successfully budget checked.**

The PO will not print unless the PO Status is "**Approved**" or "**Dispatched**" and the BCM status is "**Valid**".

5. **If printing a Receipt Form, verify PO is in a "Dispatched" status (see screen shot of Run Control below).**

6. **If printing an RFQ, be sure vendors have been selected for the RFQ (see screen shot of Run Control below).**

7. **Verify the Run Control Settings on the sample panel shots below.**

Assure that the correct number of leading zeros were entered for your **PO ID**. The "**From – Thru Dates**", "**Vendor ID**", and "**Buyer**" should always be blank.

8. **Verify that the "Process Scheduler Request" panel specifies a Run Location of "Server" with Server "PSUNX" and an Output Destination of "File".**

Below Output Destination the "File/Printer" box should contain **/tmp/ +P-d** immediately followed by your Printer ID. There is a space between the /tmp/ and the +. The printer ID is case sensitive. If the printer ID is not known, contact your internal LAN administrator to obtain the ID and assure that the printer has been identified to Peoplesoft (see #1 above). If printing a Crystal Report (Receipt Delivery Report) the Run Location should be "Client" and the "Output Destination" should be "Window" (see screen shots below).

Sample Process Scheduler Request for standard PO Printing

Manage Purchase Order - Process - Dispatch Purchase Order

File Edit View Go Favorites Use Process Inquire Report Clean-Up Help

Dispatch Purchase Order

Operator ID: RHOUSWOR
Run Control ID: PO_DISPATCH

Report Request Parameters

Business Unit: [Field]
PO ID: [Field]
From Date: [Field]
Vendor ID: [Field]
Buyer: [Field]
Fax Cover Page: [Field]

Options

☐ Test Dispatch
☐ Print Copy
☐ Print Barcode

Process Scheduler Request

Operator ID: RHOUSWOR Run Control ID: PO_DISPATCH

Run Location
☐ Client ☒ Server
 Server: PSUNX

Output Destination
☒ File ☐ Printer ☐ Window
 File/Printer: /tmp/+P-dTTW_1608_0

Run Date/Time
 Date: 05/05/2004
 Time: 10:56:00 AM
 Reset to current Date/Time

Run Recurrence
 Once
 Name: [Field]
 New Update Delete

Process Details

Description	Name	Process Type Descr
Purchase Order Form	PO4003XA	SQR Report

FNPROD Dispatch Purchase Order Update/Display

10:56 AM

Process Scheduler Request for Crystal Report Printing (Receipt Delivery Report)

Receive Shipments - Report - Receipt Delivery

File Edit View Go Favorites Use Process Inquire Report Help

Receipt Delivery

Operator ID:
Run Control ID:
Report Request Parameters:
Business Unit:

Process Scheduler Request

Operator ID: RHOUSWOR Run Control ID: RECEIPT_DELIVERY_REPORT

Run Location:
☒ Client ☐ Server
Server:

Output Destination:
☐ File ☐ Printer ☒ Window
File/Printer:

Run Date/Time:
Date: 05/05/2004
Time: 10:58:00 AM

Run Recurrence:
Once
Name:

Description	Name	Process Type Descr
Receiver Delivery	POY5030X	Crystal

FNPROD Receipt Delivery Update/Display

Start I... P... M... R... U... U... P... D... 10:57 AM

Sample Run Control for PO Dispatch:

Manage Purchase Orders - Process - Dispatch Purchase Orders

File Edit View Go Favorites Use Process Inquire Report Clean-Up Help

Dispatch Purchase Order

Operator ID: RHOUSWOR
Run Control ID: PO_DISPATCH

Report Request Parameters

Business Unit: 40000
PO ID: 0000020385
From Date: Thru Date:
Vendor ID:
Buyer:
Fax Cover Page:

PO Statuses to Include

☒ Approved
☒ Dispatched

Recycled AND Valid Chartfields

Options

☐ Test Dispatch ☐ Print 'Duplicate'
☐ Print Copy ☐ Print Header Only
☐ Print Barcode

Change Orders

Changed and UnChanged Order:
☐ Print Changes Only

FNPROD Dispatch Purchase Order Update/Display

Start 10:50 AM

Only the Business Unit and PO ID should be changed. All other fields should remain exactly as seen above. **Never enter a Vendor ID, Buyer, or From/Thru dates.**

The Print Barcode checkbox can be used to print a barcode representing the PO number on the Purchase Order.

Sample Run Control for Receipt Form

Receive Shipments - Report - Print Receipt Form

File Edit View Go Favorites Use Process Inquire Report Help

Print Receipt Record

Operator ID: RHOUSWOR

Run Control ID: RECEIPT_FORM

Report Request Parameters

Business Unit: 40000

PO ID: 0000020340

From Date: Thru Date:

Vendor ID:

Buyer:

PO Status of Dispatched is Required in order to print

FNPROD Print Receipt Record Update/Display

Start 10:59 AM

PO must be in Dispatched Status. Only Business Unit and PO ID fields should contain data. All other fields should remain blank.

Sample Run Control for Receipt Delivery (Crystal Report)

Receive Shipments - Report - Receipt Delivery

File Edit View Go Favorites Use Process Inquire Report Help

Receipt Delivery

Operator ID: RHOUSWD

Run Control ID: RECEIPT_DELIVERY_REPORT

Language: English

Report Request Parameters

Business Unit: 42700

Recv No: 0000063964

FNPROD Receipt Delivery Update/Display

Start 11:00 AM

Be sure to use the Process Scheduler Request settings for Crystal Reports as indicated in an earlier screen shot.

Sample Run Control for RFQ Form

Manage Requests For Quotes - Report - RFQ Form

File Edit View Go Favorites Use Inquire Report Help

RFQ Form

Operator ID: RHOUSWOR
Run Control ID: RFQ_FORM_NEW

Report Request Parameters

Business Unit: 46700
RFQ ID: 0000003795
From Date: Thru Date:
Vendor ID:
Buyer:
Fax Cover Page:

RFQ Statuses to Include

☐ Approved
☐ Canceled
☐ Held
☐ Prt Open

RFQ Vendors to Include

☐ Dispatched
☐ Print Duplicate

Options

☐ Test Dispatch ☐ Print Header Only
☐ Print Copy ☐ Print Addenda Only

FNPROD RFQ Form Update/Display 11:03 AM

This will print an RFQ for every vendor associated with the RFQ. Make sure you have selected vendors (MANAGE REQUEST FOR QUOTES-USE-VENDOR ASSOCIATION BY NIGP-VENDOR LIST). If this step has not been completed, no RFQ's will print.

If user wishes to re-print a single RFQ for a specific vendor, add the Vendor ID field to the Run Control panel. One RFQ to the specified vendor will print.

The Print Header only checkbox can be selected if it is desired that only the RFQ cover page be printed without the line item listing.

The Print Addenda only checkbox can be selected to print the RFQ cover page with header comments flagged in the RFQ with "Addenda" and "Send to Vendor"